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Newsletter

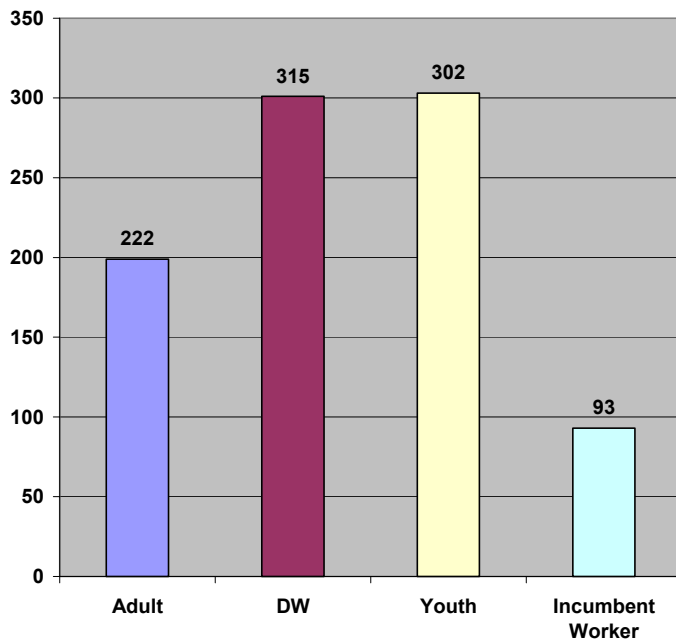
Good Things are Happening in Durham

WORKFORCE DEVELOPMENT NEWS

PROGRAM STATISTICS

As of June 30, 2004, there are 902 participants being served in WIA programs. These include 217 in the adult worker program, 314 in the displaced workers program, 93 in the incumbent worker program, and 303 in the youth program (51 older youth (19-21), and 252 younger youth (14-18).

See page 8 for detailed program information.



(Note: Program totals do not equal total WIA enrollment because some participants are enrolled in more than one program.)

UNEMPLOYMENT RATE

The unemployment rate for Durham County in April and May was 3.5 % and 3.7% respectively. This represents a .2% increase in the unemployment rate between February and March, meaning that 371 people became unemployment.

Civilian Labor Force Estimates for Durham County				
	2003		2004	
	Apr	May	Apr	May
Labor Force	128,048	129,633	129,181	130,041
Employed	121,241	122,676	124,677	125,166
Unemployed	6,807	6,957	4,504	4,875
Rate %	5.3%	5.4%	3.5%	3.7%
Source: NC Employment Security Commission				

REENTRY PROGRAM UPDATE

The reentry program has had a successful first 6 months. Since January 2004, 38 ex-offenders have been placed into employment.

City of Durham Paves the Way

The first two reentry candidates have been hired through the City of Durham's ex-offender hiring program. The two candidates will be working in the City's Street Maintenance Department. At this

time they have successfully completed the application and interview phase and will begin employment at the end of this month. The two candidates have expressed their excitement and are very grateful that the City has allowed them to show their willingness to become productive citizens.

With the reentry program the salary (up to three months) for each individual will be provided by Workforce Investment Act funds. Each individual will also have an internal and external mentor, which will give guidance and decrease the rate of recidivism.

Before the application process begins, the individuals must meet eligibility requirements for the City and attend Career Development classes at the Criminal Justice Resource Center. This program allows individuals with limited occupational skills and poor work history to enter the workforce successfully.

The City of Durham has designated labor positions in Street Maintenance, IMPACT, and Solid Waste.

2004 WIA GRADUATION CEREMONY

The Durham Workforce Development Board honored graduates of the Workforce Investment Act Occupational Skills Program on June 22, 2004 at the Durham Marriott at the Civic Center.

Eight-six (86) graduate honorees represented citizens of Durham who were either Adult or Dislocated Workers. These graduates received certifications and degrees through training opportunities supported by WIA providers contracted through the local Durham Employment Security Commission and the Durham Department of Social Services. Honorees were graduates from North Carolina Central University; North Carolina State

University; University of North Carolina at Chapel Hill; Gericare, Thomas Health Care; Optimal Health Care; Future Truckers of America; ComTech Advantage, Inc and Durham Technical Community College.

Representatives from various community and government agencies were present to honor the guests. These included Steve Smith, Chairman, Durham Workforce Development Board; Kathy Elliott, Manager, Durham Employment Security Commission; Arnold Dennis, Assistant Director, Durham Department of Social Services; Thomas White, President, Greater Durham Chamber of Commerce.



DWDB MEMBER RECEIVES CWDP CERTIFICATION

Tim Moore, Associate Corporate Director of the San-Jose headquartered Center for Employment Training (CET), and based at the Durham, NC site, has been awarded the Certified Workforce Development Professional (CWDP) credential by the National Association of Workforce Development Professionals (NAWDP).

Tim has been a Director with CET in both Durham and Raleigh, NC since 1995. He has over 20 years of progressive workforce development and employment & training experience, in the Research Triangle, NC and Boston, MA, plus a Masters of Education degree. He has also been a member of the Durham and Capital Area (Wake/Johnston) Youth Councils, and Durham Workforce Development Board.

Workforce Development Professionals facilitate the process by which individuals identify, prepare for, obtain and maintain employment and self-sufficiency. They may work directly with the customer or as support or management personnel.

The CWDP recognizes the training, education, experience, and expertise of professionals in the field in 10 areas of competency: History and Structure of Workforce Development System; Career Development Process; Labor Market Information; Diversity; Customer Service; Program Management; Communication; Technology; Collaboration and Problem Solving; and Business and Employer Knowledge.

"Tim exemplifies the degree of professionalism and commitment to excellence that America needs if it is to continue to enjoy a world-class workforce", said NAWDP Board Member Ed McCann, CWDP.

The CWDP program is administered and

endorsed by the National Association of Workforce Development Professionals. NAWDP is a national association for individual practitioners in workforce development professions. Its mission is to be the national voice for the profession and to meet the individual professional development needs of its membership. There are presently less than 1500 CWDPs nationwide.



"I am honored to have my ongoing commitment to professionalism and excellence in workforce development so recognized."

Tim Moore

WIA YOUTH CONTRACTORS SELECTED FOR PY 2004

Three agencies were selected to provide youth services under the Workforce Investment Act for 2004-2005.

- ◆ Durham Literacy Council was awarded \$88,300 to serve 30 Out-of-School Youth.
- ◆ Durham Public Schools was awarded \$170,000 to serve 200 In-School and Out-of-School Youth.

- ◆ Center for Employment Training was awarded \$136,000 to serve 30 Out-of-School Youth.



A Youth Kickoff Event was hosted on June 8, 2004 at the Durham Marriott and Civic Center to welcome the contractors. Lunch was provided and the contractors were encouraged to share ideas and provide feedback on some of the new changes to the program this year.

The new contract year began July 1, 2004.

WIA ADULT AND DISLOCATED WORKER RFP PROCESS COMPLETE

The Adult and Dislocated Worker RFP process was completed in June. Contracts to provide WIA Adult and Dislocated Worker Services were awarded to two agencies.

Employment Security Commission was awarded \$493,175 to serve 32 new Dislocated Workers and maintain their 162 current participants.

Department of Social Services was awarded \$477,290 to serve 105 new Adult Workers and proposes to move 80% of their clients that complete training and/or intensive services into employment.

A Kickoff for the Adult contractors was also hosted on June 7, 2004.

JOBLink WELCOMES NEW EMPLOYER....

Meet Ms. Adelaide Banks, Founder
READ SEED, INC.



Knowing the importance of young children owning books --- Ms. Adelaide Banks founded Read Seed, Incorporated, a nonprofit organization founded to give thousands of books to children. In 2003, they distributed thousands of books to children in Durham. Every child between the age of 0 and 7 gets a book at least once per year in the communities they serve. Read Seed also sponsors literacy programs for children to the general public. You can learn more about their program at www.readseed.org.

Ms. Banks placed her first job order with JobLink and hired within 48 hours based on our referral!!!

MAYOR'S YOUTH WORKS SUMMER PROGRAM

The summer program again had some 800 application received for students wanting

summer jobs. There were over 300 students placed in employment by the City of Durham's Office of Economic and Employment Development (OEED), Solid Waste Impact Team, Park and Recreation, and The Durham Chamber of Commerce. The OEED had 55 students' ages 14 and 15 working throughout the city in various non-profits agencies making \$6.00 an hour at a maximum of 30 hours per week.



The youth worked in City Hall, John Avery Boys and Girls Club, Operation Breakthrough, NC Legal Aid, NC Central University, Durham Housing Authority and Durham County Library. The students were also provided classroom training by Herman Byrd a teacher from Neal Middle School. Mr. Byrd taught resume writing, interviewing skills, job search techniques and gave career assessments. Thank you to North Carolina Central University for providing the space for classes.

CATALYST SOLUTIONS UPDATES

We are currently working with Catalyst Solutions to train and employ 20 clients in computer programming and web development. There are 6 students in the first cycle of training which started on May 17, 2004. All students are well on their way to completion of training in September of this year. In addition to training clients who complete the 2 week probationary

period, the 12 week in-class training and the internship will begin working with Catalyst Solutions with a starting pay of no less than \$21,000 a year plus benefits. The second cycle started on June 28, 2004 with 10 clients. We are in the process of recruiting for a third class to begin soon.

INCUMBENT TRAINING **DOLLARS AVAILABLE IN** **SEPTEMBER!**

The Incumbent Workforce Development Program will begin again on September 1, 2004. This startup date is also being posted on the N.C. Commission webpage, listed at the end of this message, to inform businesses and other interested parties. The application and guidelines can be used as a source of information; however over the next 30 days, a few policy and procedural changes are expected to be made.

www.nccommerce.com/workforce/

Currently, services are being provided to 93 adults in the Incumbent Worker grant programs. A total of \$109,470 was awarded to three local businesses (Clinical Trials Services, Consumer Credit Counseling, and Embrex, Inc.) to provide educational and skills training for current employees.

STATE OF THE **WORKFORCE/STRATEGIC PLAN** **UPDATE**

The State of the Workforce Strategic plan development has begun! The consultant, Center for Regional Economic Competitiveness (CREC) will meet with the steering committee for the Strategic Plan in September to deliver the first major

milestone, a draft Labor Market and Demographic Profile for Durham. This first deliverable should identify the changing trends in the County's demographic components and economic structure. The second major deliverable is a draft skills assessment. This skills assessment will help in ascertaining whether Durham has appropriate education and training programs to meet the needs of business. The third major deliverable is a needs assessment and training program gap analysis. This phase will provide information on how well the Workforce Development Board is currently addressing the County's most critical challenges as outlined in the two previous deliverables. The final deliverable is a state of the workforce /strategic plan. The final plan will be presented at the Durham Workforce Development Board's annual retreat in March 2005.

A LITTLE JOBLINK HISTORY **(JOBLINK RECHARTERING UPDATE)**

Local Workforce Development Boards (WDB) in North Carolina have the responsibility to ensure that employment and training programs in their communities operate at a high level of quality and satisfy the expectations and needs of their customers. Because each WDB oversees the provision of services at the JobLink, it is important that the WDB has methods which it can use to push for and assure quality service delivery to workforce development customers.

The North Carolina Commission on Workforce Development (Commission), in partnership with WDBs, began working toward the development of a system of JobLink Career Centers in North Carolina in 1996. This system was envisioned to impact the State's workforce and economy through the provision of labor market information, access to career training, job placement services, and linkages between employers and workers. The JobLink system is

the vehicle for WDBs to fulfill their "quality assurance" role.

The Commission developed a JobLink Career Center chartering process as the framework for assuring a consistent level of quality service delivery in the system. The continuous improvement throughout the original chartering criteria is modeled after the seven Baldrige principles: Leadership, Information and Analysis, Strategic Planning, Human Resource Utilization, Process Management, Customer Satisfaction and Results.

To that end, the Durham WDB is in the process of submitting application for the Re-chartering of our local JobLink Career Center which is scheduled to expire in December of this year. This application includes strategies for moving the current JobLink system to high levels of quality and seamless service. The required re-chartering criterion assesses the capacity of operator partnerships to develop and manage the JobLink Center and to provide subsequent oversight and performance management.

YOUTH COUNCIL MEETING NEWS

The Youth Council (YC) monthly meeting took a different form this month as some of the students from the Mayor's Youth Works Summer Program were invited to the July 20th meeting. The members of the YC had the chance to ask teens questions, and give advice to more than 50 teen who showed up for the meeting. The students also had an opportunity to ask questions and let the YC know how they feel when it comes to school, employment, and extra curricular activity. The teens gave insight on what drives them to do the right thing and the types of activities we should sponsor to get and keep their interest.



DETAILED PROGRAM **INFORMATION**

Department of Social Services (Journey to Success)

The Department of Social Services is providing services to:

- 129 adult workers,
- 130 displaced workers

New enrollment (March-April):

- 7 adult workers
- 5 displaced workers

Department of Social Services

Under a separate contract, the Department of Social Services is also providing services to:

- 34 younger youth (14-18)
- 20 older youth (19-21)

New enrollment

- 24 younger youth (14-18)
- 5 older youth (19-21)

Employment Security Commission

The Employment Security Commission is providing continuing services to:

- 93 adult workers

- 185 displaced workers

Durham Public Schools

Durham Public Schools is providing services to:

- 217 younger youth (14-18)
- 9 older youth (19-21)

New Enrollment

- 15 younger youth (14-18)
- 1 older youth (19-21)

Center for Employment Training

The Center for Employment Training is providing services to:

- 15 younger youth (14-18)
- 7 older youth (19-21)

New Enrollment (March/April)

- 2 younger youth (14-18)
- 0 older youth (19-21)

Training

Of the 902 participants enrolled in WIA, 574 are currently enrolled in training. This includes:

- 576 adult/dislocated workers
- 93 incumbent workers
- 17 older youth (19-21)
- 11 younger youth (14-18)

WIA PARTICIPANT THANKS WORKFORCE DEVELOPMENT BOARD.....

July 6, 2004

Tanya Hill-Woods
Sr.Program Coordinator
Employment Security Commission
1105 Briggs Avenue.
Durham, NC 27703

Willie Gibson
Project Coordinator
Department Of Social Services
300 N Duke St
Durham, NC 27701

Dear Tanya and Willie:

I would like to thank the Durham Workforce Development Board and the Department of Social Services for awarding me a grant under the WIA program. First of all I would like to thank you for believing in me and giving me a chance to complete the Microsoft Certified System Engineering program at the Academy of Information and Technology located in Raleigh NC. The Academy is a great school and the instructors are very knowledgeable. The director of the school has assisted me with job placement by sending my resume to potential employers. I gave my resume to the director of the school and within 10 days I had received a call concerning a possible job opportunity with a very reputable company. The pay scale would range from \$22 to \$25 per hour.

I have sent out hundreds of resumes since May 31, 2004 and this is the first response I have received since being laid off from IBM. This is a great reflection on completing the Microsoft Certified System Engineering program at the Academy and how they are networked with companies to provide job placement. I highly recommend all of the programs that are being taught at the Academy for future WIA candidates.

Sincerely,

Roy Powell

UPCOMING EVENTS

August Meetings

- Executive Committee
Wednesday August 4, 2004 at 8:30
A.M.
JobLink/ESC
- JobLink Committee
Thursday August 5, 2004 at 9:00
A.M.
JobLink/ESC
- Careers in Hospitality
Wednesday August 11, 2004 at
10:00 A.M.
Durham Convention & Visitors
Bureau
- Youth Council
Tuesday August 17, 2004 at 9:15
A.M.
Durham Marriott at the Civic Center
- Workforce Partners
Thursday August 19, 2004 at 2:00
P.M.
TBA
- Priority II Committee
Thursday August 26, 2004 at 4:00
P.M.
Central Carolina Bank

September Meetings

- JobLink Committee
Thursday September 2, 2004 at 9:00
A.M.
JobLink/ESC
- Careers in Hospitality
Wednesday September 8, 2004 at
10:00 A.M.
Durham Convention & Visitors
Bureau
- Priority II Committee
Thursday September 16, 2004 at
4:00 P.M.
Central Carolina Bank
- Youth Council
Tuesday September 21, 2004 at 9:15
A.M.
Durham Marriott at the Civic Center
- Workforce Development Board
Wednesday September 22, 2004 at
3:30 P.M.
Measurement Inc.
- Workforce Partners
Thursday September 23, 2004 at
2:00 P.M.
TBA

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